

## ABSTRACT OF THE DISCLOSURE

A user authentication system comprises a user authentication database which stores, in correlation with each user, a voiceprint information obtained when a user pronounces his/her company member ID. Upon receipt of a log-in request designating a member ID from a cellular phone via a data communication network, a web server generates a onetime ID, sets and registers in the user authentication database in correlation with the company member ID a disallowed state of log-in using the onetime ID, and transmits the onetime ID back to the cellular phone. When a connection via a telephone network is established, a CTI server invites the user to pronounce the company member ID and executes voice recognition. An authentication server collates the voiceprint information stored for the member ID identified by the voice recognition, with the audibly input member ID. When the authentication is successful, log-in is allowed and the cellular phone transmits the onetime ID to the CTI server to automatically log in. In this way, the system can reduce the key input load imposed on the user while maintaining a high level of security.